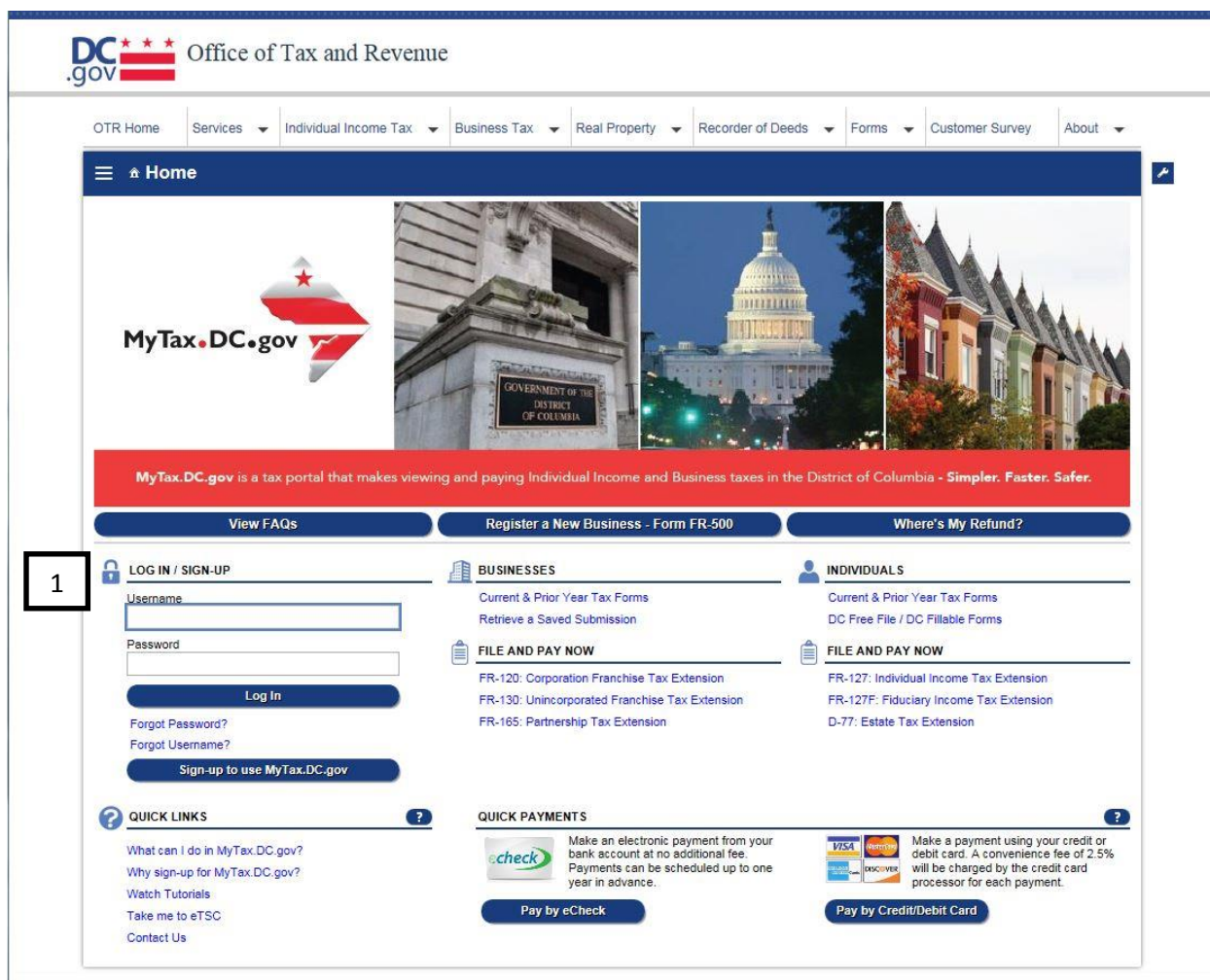# My Tax.DC.gov User Guide:
View Taxpayer and Account Details

View taxpayer and account details, e.g. requests, letters, and messages, by logging into MyTax.DC.gov.

1. From the MyTax.DC.gov homepage, log in using your **Username** and **Password**.

2. Upon logging in, you will be taken **HOME**, which refers to your system profile
   a. In the upper left corner, your customer identification number, business name, and primary address are displayed.
   b. Under the **ALERTS** section in the center of the page, you will find any alerts for this taxpayer which can include balances, open requests, unread letters, and messages for all associated accounts.
   c. Under the **I WANT TO** section, in the upper right corner of the page, you will find a list of available self-service options.
3. Under the **SUMMARY** tab is a list of all the taxpayer accounts.
   a. To view the details of an account, select one of the account type hyperlinks from the list beneath **MY ACCOUNTS**. For this example, we will select "Withholding Wage Tax."

The first time you access your account, the system will prompt you to establish your **Account Settings. Choose a "Type of Access**"** from the drop-down menu and click **Save**.

4. Since we selected a "Withholding Wage Tax" account, the Withholding Wage Tax Account Detail homepage displays.
   a. In the upper left corner of the page, you will see the account number, business name, and primary address.
   b. Under the **ACCOUNT ALERTS** section in the center of the page, you will see any balances due, open requests, unread letters, and messages associated with this account.
   c. Listed beneath the **I WANT TO** section, in the upper right corner of the page, you will find a list of self-service options associated with this account.

d. Under the **PERIODS** tab, you will see a transaction summary line for each filing period. Any periods with an open balances will be reflected to allow you to make online payments.

5. Click into the **RECENT ITEMS** tab to see your open requests, unread letters, and unread messages.
   a. In the **OPEN REQUESTS** section you can see any pending requests you've submitted. Once a request has been processed, it will be archived.
   b. To access archived requests, click **More** to the right of the **OPEN REQUESTS** header.
   c. The **UNREAD LETTERS** section provides an electronic copy of any correspondence mailed to your physical address. Once an unread letter is viewed, it will be archived. To access archived letters, click **More** to the right of the **UNREAD LETTERS** header. This page lists both your unread *and* your viewed letters. Next to the **Unread** tab a number will indicate how many unread letters, if any, are currently associated with your account.
   d. The **UNREAD MESSAGES** section contains responses to messages you have sent to the Office of Tax and Revenue. After a message has been viewed, it will be archived.
   e. To access archived messages, click the **More** button to the right of the **UNREAD MESSAGES** header.

6. Within **Messages**, your correspondence will be organized into **Unread**, **Inbox**, and **Outbox** tabs.
   a. Click the **INBOX** tab to see any messages OTR has sent to you and click the **OUTBOX** tab to see any messages you have sent to OTR.

*Similar to the **Unread** tab within the **Letters** page, the **Unread** tab within the **Messages** page will have a number indicating how many messages, if any, have not yet been viewed within the system.